
OPEN DOOR POLICY - GRIEVANCE HANDLING PROCESS

Version Number: 7.6

Open Door Policy/ Grievance Handling Process

1. Objective

- The Company is committed to positive employee relations and encourages open communications between its employees and Management. Accordingly, the Company will maintain an open door policy that will facilitate such communication at all levels of the Company.
- To define the grievance handling process for all employees and to enhance the spirit of open communication and fair treatment.

2. Applicability

This process is applicable to all employees of the Company.

3. Procedure

- Employees' suggestions and ideas are very important to the Company. Employees are encouraged to express their ideas and opinions at all times. Suggestions, ideas, comments and concerns can be put in writing and either deposited in a communication/suggestion box, when available, or passed on to a member of management. A separate mail id shall be created in each location for receiving suggestions and shall be communicated to all concerned by Location HR.
- The Managers and Supervisors of are responsible for maintaining procedures that comply with the Company's open door policy. They are also responsible for the swift resolution of associate's problems.
- If an employee feels that he/she has a problem at work, the employee should discuss the problem first with his/her immediate supervisor. It is part of supervisor's responsibility to try and correct situations that are not right. The simplest, quickest and most satisfactory solution will often be reached at this level.
- If the problem is not resolved or is not appropriate to discuss with the supervisor, then the employee should follow the steps as defined in the respective location's policy or may approach the department head with the problem, in writing (whichever seems to be the feasible approach).
- If the problem is not resolved within one week or resolution is not perceived to be satisfactory, then the problem can be escalated to the Grievance Redressal Committee. Employees shall have the option to represent their grievances via e-mail as well. Location HR shall facilitate creation of appropriate mail ids for this purpose.

The Grievance redressal committee shall be formed within 3 days whenever it is needed and a request to that effect has been made. The Committee shall consist of the following

- **Centers / Regions:** Regional Head & HOD, HR.
- **Corporate:** Business Head and CPO.
- The unanimous decision of the Grievance redressal committee shall be binding upon the employee or both parties, i.e. the complainant and person against whom the grievance is made.
- In case the person who is reporting a grievance is himself a functional head, the first level of grievance resolution for him would be the next available forum as per the policy.
- The Company encourages all employees to seek a solution to any problem without fear of reprisal. The Management will take disciplinary action up to and including termination of any person who prevents an employee from talking with any person in management he/she elects, or harasses an employee or makes negative employment decisions because of any employee talking with another management person.

4. General Guidelines

- All grievances should be genuine and should not be aimed at defaming any employee.
- Very nominal issues should not be reported as grievance, in order to maintain effectiveness of the process. Any issues related to the following shall not come under the purview of grievance:
 - Any issue not relating to self.
 - Policies & procedures, which deal with terms and conditions of employment.
 - Discharge or dismissal of an employee.
- Any employee complaint that involves illegal discrimination, gender harassment, substance abuse or violations of ethics policies must be immediately referred to Human Resources for investigation.